NETAVO

Report NC-7K3F-9QXM
5 November 2026, 14:03 GMT

Connection Health Check

Run with Netavo Connection Check for Windows 1.1.0 · Windows 11 24H2 (x64)

Reported by the Person Who Ran the Check

Name	Sam Example
Company	Example Dental Ltd
Provider's ticket reference	TCK-10442
What's wrong	Calls cut off after about 30 seconds and callers sometimes cannot hear us. Large downloads stall on some computers.

Public IPv4 address	203.0.113.45 · Example Broadband Ltd (AS64500)
Public IPv6 address	2001:db8:4a00:12::20 · Example Broadband Ltd (AS64500)

Summary

2 problems found

PROBLEM

Large packets are being lost over IPv6 (possible MTU black hole)

Small packets got through but full-size ones stalled, and no "packet too big" message came back. Pages can hang half-loaded, downloads stall and VPNs fail. It is usually a router or firewall dropping those messages, or an MTU mismatch on the line: setting the router's MTU correctly (1492 on most PPPoE lines) or turning on MSS clamping normally fixes it.

PROBLEM

Your router's SIP ALG is rewriting SIP messages

We compared our SIP test message as your device sent it with what arrived: Via and Contact changed in transit - typically the device's private address swapped for your public one. That is a router's SIP ALG ("SIP helper"), and it is a classic cause of one-way audio, dropped calls and phones losing registration. Turn SIP ALG off in the router's settings.

WORTH CHECKING

Your router uses symmetric NAT

The same port on this device appeared from different public ports (40712 and 40713) depending on where it sent to. VoIP and video calls then often need a relay server: phones can register but audio may fail one way.

NOTE

IPv4 uses a 1492-byte MTU (PPPoE), which is normal

Most UK broadband runs over PPPoE, whose packets are 8 bytes smaller than Ethernet's 1500. This is expected and not a problem.

NOTE

Largest IPv4 packet to check4.netavo.com is 1492 bytes

That is the usual size on PPPoE broadband and is not a problem.

Based on what the device reported.

NOTE

Your DNS resolver: EXAMPLE-DNS - Example Public DNS Inc (AS64510)

These are the servers that looked up our test name on your behalf.

NOTE

DNS is answered by EXAMPLE-DNS - Example Public DNS Inc (AS64510), not your provider

That is a choice made on this device, the router or a VPN. It works fine, but some services choose a nearby server from your resolver's location, and your provider cannot see or fix lookup problems there.

What Is Working

- **IPv4 works**
- **IPv6 works**
- **Full-size IPv4 packets get through**
- **Large DNS answers get through**
- **Your DNS resolver checks DNSSEC signatures**
- **Latency is good (11 ms) with no packet loss**
- **Every site tested loaded**
- **Yealink phones can reach their provisioning service (RPS)**

The details follow. Each section says who made its measurements: “Measured by Netavo” is what our servers observed; “Reported by the device” is what the device that ran the check sent, shown as it was received.

Your Connection

Measured by Netavo

IPv4 Address

Public address	`203.0.113.45`
Network	Example Broadband Ltd (AS64500)
Announced prefix	`203.0.113.0/24`
Reverse DNS	`host-203-0-113-45.example.net`
Location	GB

IPv6 Address

Public address	`2001:db8:4a00:12::20`
Network	Example Broadband Ltd (AS64500)
Announced prefix	`2001:db8:4a00::/40`
Location	GB

IPv4 and IPv6

Reported by the device

IPv4	Working
IPv6	Working
Preferred when both work	IPv6

Measured by connecting to our IPv4-only and IPv6-only test servers.

Packet Size (MTU)

Measured by Netavo

IPv4

Address seen	`203.0.113.45`
Advertised MSS	1,452 bytes
Implied link MTU	1,492 bytes
Path MTU seen by our server	1,492 bytes
Largest transfer delivered	1 MB

IPv6

Address seen	`2001:db8:4a00:12::20`
Advertised MSS	1,440 bytes
Implied link MTU	1,500 bytes
Largest transfer delivered	64 KB

Full-size packets sent from our server to the device. 1,460 bytes on IPv4 or 1,440 on IPv6 is a standard 1,500-byte link.

Latency and Speed

Reported by the device

Ping to check.netavo.com over IPv6

Average round trip	11 ms
Fastest	8.4 ms
95th percentile	18 ms
Slowest	41 ms
Jitter	2.3 ms
Packets	249 of 250 returned
Packet loss	0.4%

DNS

Measured by Netavo

Resolvers That Asked Our Server

RESOLVER	SERVICE	NETWORK	COUNTRY
198.51.100.53	Not recognised	Example Public DNS Inc (AS64510)	US

Asked for IPv6 addresses (AAAA)	Yes
Large answer	Retried over TCP and received
Largest UDP answer accepted	1,232 bytes
Asked for DNSSEC records	Yes
Shares part of your address (ECS)	203.0.113.0/24
Rejects names with broken DNSSEC	Yes (validating)

Lookups Against Each DNS Server

SERVER	LOOKUPS	ANSWERED	AVERAGE TIME
198.51.100.53	2	**2 of 2**	15 ms

Every lookup was answered.

Websites

Reported by the device

6 of 6 site checks from the device succeeded. Details are shown only where something is notable: a failure, a private root certificate (HTTPS inspection), or a redirect or server that points to a firewall or filter.

SITE	FROM YOUR DEVICE	FROM NETAVO'S NETWORK	DETAIL
Microsoft 365 (Outlook) (outlook.office.com)	**Reached**	Not tested	–
GOV.UK (www.gov.uk)	**Reached**	Not tested	–
HMRC online services (www.tax.service.gov.uk)	**Reached**	Not tested	–
Zoom (zoom.us)	**Reached**	Not tested	–
BBC (www.bbc.co.uk)	**Reached**	Not tested	–
Amazon (www.amazon.co.uk)	**Reached**	Not tested	–

Router

Reported by the device

Router	192.168.1.1 — 00:00:5E:00:53:01 (vendor unknown)

Voice (SIP)

Measured by Netavo

To Port 5060 over IPv4

Request on arrival	Rewritten on the way: 2 lines differ (shown below)
Arrived at Netavo	Yes
Answer came back	Yes, in 12 ms
Sent from	`192.168.1.20 port 52100`
Arrived from	`203.0.113.45 port 40712`

Changed lines are shaded and marked at the left. Something on the way, usually a router's SIP ALG, rewrote the request.

As sent by the device	As received by Netavo
`OPTIONS sip:echo@check.netavo.com SIP/2.0`	`OPTIONS sip:echo@check.netavo.com SIP/2.0`
`Via: SIP/2.0/UDP 192.168.1.20:52100;branch=z9hG4bK-7f3a;rport`	`Via: SIP/2.0/UDP 203.0.113.45:40712;branch=z9hG4bK-7f3a;rport`
`From: <sip:check@192.168.1.20>;tag=91ab`	`From: <sip:check@192.168.1.20>;tag=91ab`
`To: <sip:echo@check.netavo.com>`	`To: <sip:echo@check.netavo.com>`
`Call-ID: 5c2e9a7f3a@192.168.1.20`	`Call-ID: 5c2e9a7f3a@192.168.1.20`
`CSeq: 1 OPTIONS`	`CSeq: 1 OPTIONS`
`Contact: <sip:check@192.168.1.20:52100>`	`Contact: <sip:check@203.0.113.45:40712>`
`X-Netavo-Token: cc33`	`X-Netavo-Token: cc33`
`Content-Length: 0`	`Content-Length: 0`

To Port 5062 over IPv4

Request on arrival	Exactly as the device sent it
Arrived at Netavo	Yes
Answer came back	Yes, in 12 ms
Sent from	`192.168.1.20 port 52100`
Arrived from	`203.0.113.45 port 40713`

IPv4 public port	Different for each server port (40712, 40713)
IPv4 local port kept	No

Phone Provisioning

SERVICE	RESULT	DETAIL	CERTIFICATE
Yealink RPS (redirection and provisioning) `rpscloud.yealink.com`	**Reached**	–	–
Yealink YMCS (device management) `dm.yealink.com`	**Reached**	–	–

Phones fetch their settings from these services over HTTPS. Yealink's redirection service (RPS) uses Yealink's own certificate authority, so a different root means a firewall is inspecting or replacing the connection, and phones will refuse it.

Local Network

Reported by the device

Wireless network adapter (in use)

Type	Wi-Fi
State	Connected
Link speed	866 Mbps
MTU	1,500 bytes
Addresses	`192.168.1.20/24, 2001:db8:4a00:12::1a2b/64`
Gateway	`192.168.1.1`
Router	192.168.1.1 — 00:00:5E:00:53:01 (vendor unknown)
DNS servers	`198.51.100.53`
DNS suffix	`home`
Address from DHCP	Yes
DHCP server	`192.168.1.1`
Packets	1,843,221 in, 902,114 out
Errors	0 in, 0 out
Discards	12 in, 0 out
Counted over	2 days 4 hours

Wi-Fi

Reported by the device

Connected	Yes
Standard	802.11ax
Band	5 GHz
Channel	36, 80 MHz wide
Signal	78% (-57 dBm)
Noise	-92 dBm
Signal to noise	35 dB
Receive rate	864 Mbps
Transmit rate	720 Mbps
Security	WPA2-Personal

Network names and hardware addresses are not collected: neighbouring networks are reported only by channel, band and signal.

Ping

Reported by the device

TARGET	ADDRESS	RETURNED	AVERAGE	JITTER
Router	`192.168.1.1`	**20 of 20**	2.1 ms	0.6 ms
Public internet	`192.0.2.1`	**20 of 20**	10 ms	1.1 ms

Path MTU

Reported by the device

TARGET	FAMILY	LARGEST PACKET	RESULT
`check4.netavo.com`	IPv4	1,492 bytes	**Measured**

The largest packet the device could send with Don’t Fragment set.

Proxy and Hosts File

Reported by the device

System proxy	`direct`
Detect settings automatically	Yes
Hosts file entries	None

Device

Reported by the device

Checked with	Netavo Connection Check for Windows 1.1.0
Operating system	Windows 11 24H2 (x64)
Browser or app	`ConnectionCheck/1.1.0 (Windows 11 24H2)`
Time zone	Europe/London
Device time	5 November 2026, 14:02 GMT